

HRMS Professional User Support and Password Reset Process

Employee or Agency:

1. Contacts WaTech Support Center via phone 360.407.9100 or e-mail Support@WaTech.wa.gov.
 - a. The subject line in the e-mail should read – **Professional User Security Request**
2. For password reset, provides the following information:
 - a. User ID (8-digit personnel number or named ID)
 - b. Which HRMS System (HCM, BI, Portal)
 - c. Contact information
3. For support, provides the above information **plus** details to help identify the problem:
 - a. What you were doing or trying to access when the problem occurred
 - b. Error message received
 - c. Screen prints

WaTech Support Center:

4. For professional user password resets:
 - a. If request is a phone request, verification is required and then completes request
 - b. If request is from a work e-mail, no verification is required and completes request
 - c. If request is from a personal e-mail, verification is required and then completes request
 - d. If an issue with request, assign to HRMS Security team
5. For professional user support issues a ticket is created for HRMS Security team.

WaTech HRMS Security Team:

6. Completes the request and notifies the professional user of resolution and/or new password.

Note: If a resolution of an issue requires a role assignment, the ticket will be closed and the user will be referred to agency Security Requestor to initiate the HRMS Professional Access Request process.

Revision History:

| Date | Changed by | Description of Change & Reason |
|------------|-------------------|---|
| 09/14/2010 | HRMS Security | Finalized documentation. Uploaded to the Focus Team webpage |
| 09/20/2010 | Julia C. Washburn | Added revision history table. |
| 06/22/2012 | Julia C. Washburn | Added Service Center verification for phone requests. Replaced all instances of DOP to DES. |
| 09/15/2015 | Vivian Nelson | Changed DES to WaTech, updated SolutionsCenter phone & email; removed word "Central" to just HRMS Security; updated wording in some steps |
| 12/05/2016 | Kammy Haddon | Updated to Support Center and minor wording |
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